

Conducting inspections of residential family centres

Guidance for the inspection of residential family centres

This guidance is designed to assist inspectors from the Office for Standards in Education, Children's Services and Skills (Ofsted) when conducting inspections of residential family centres. It should be read in conjunction with *Inspections of residential family centres: the inspection framework, evaluation schedule and grade descriptors*.

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Introduction

1. This guidance is designed to assist inspectors from the Office for Standards in Education, Children's Services and Skills (Ofsted) when conducting inspections of residential family centres in England. Residential family centre providers can use the guidance to see how inspections are conducted.
2. This guidance should be read alongside *Inspections of residential family centres: the inspection framework, evaluation schedule and grade descriptors*¹ and applies to inspections carried out after 6 October 2014.

Scheduling and team deployment

3. Ofsted has a duty to inspect residential family centres once during every three-year inspection cycle.² The scheduling of inspections takes account of:
 - legal requirements
 - previous inspection findings
 - any complaints and concerns about the service
 - notifications and monitoring reports provided to Ofsted by residential family centres under Regulations 23, 25 and 26 of the Residential Family Centres Regulations 2002 (as amended).
4. The inspection of a residential family centre will involve a suitably experienced and trained inspector spending a maximum of two and a half days on site.
5. In certain circumstances, for example where a residential family centre accommodates more than eight families, it may be necessary for another inspector to be involved in the inspection or for additional time to be spent on site. In these cases, the inspector will request additional resources from the Regulatory Inspection Manager with national responsibility for residential family centres.
6. If there are no families in placement in the residential family centre, inspectors will follow the guidance in Annex B.

¹ *Inspections of residential family centres: the inspection framework, evaluation schedule and grade descriptors* (140018), Ofsted, 2014; www.ofsted.gov.uk/resources/140018.

² Her Majesty's Chief Inspector of Education, Children's Services and Skills (Fees and Frequency of Inspections) (Children's Homes, etc) Regulations 2007 (SI 2007/694). As amended by (SI 2011/553).

Timeframe

Day	Full inspection activity
1	Preparation day
2	Site visit
3	Site visit
4	Site visit (half day)
5	Drafting report
6–9	Inspection evidence and report (toolkit) submitted for quality assurance
14	Report sent to the registered provider for any comments on factual accuracy, within 10 working days of the end of the inspection
19	Provider returns the draft report within five working days with any comments on factual accuracy
24	The final report will be published on the Ofsted website within 20 working days of the end of the inspection

Pre-inspection activity

7. Pre-inspection analysis and planning are an important part of all inspections. Inspectors are allocated one day to prepare for an inspection, including a review of the relevant information we already hold about the scheme. This information includes:
- previous inspection reports
 - completed questionnaires from parents, staff, social workers and commissioners, and partner agencies
 - the residential family centre’s Statement of Purpose
 - concerns and complaints received
 - notifications of significant events received
 - reports made under Regulation 23 and Regulation 25 of the Residential Family Centres Regulations 2002
 - any changes to registration, including change of manager or responsible individual
 - any enforcement activity within the last inspection year
 - the content of the provider’s website.

Some of this information is available in the Provider Information Portal (PIP).³

8. If information has been received that indicates potential non-compliance with regulatory requirements, Ofsted will investigate. We may decide to do so at inspection. In these cases, the concern is used as part of the lines of enquiry for the inspection. The inspector will explain the concern to the residential family centre manager at the beginning of the inspection. Annex D contains guidance on how inspectors will report on compliance issues that have been investigated during an inspection.
9. The inspector must download the *Request for information at an inspection form* (Annex A) from the intranet, ready to use at an inspection. This form requests specific information from the residential family centre to inform the inspection.
10. The inspector will carry out an analysis of the available evidence and information and record their planning notes within the planning section of the Regulatory Support Application (RSA) toolkit.⁴
11. The plan for the inspection will identify lines of enquiry, any areas of apparent weakness or significant strength, or areas where further evidence needs to be gathered. The focus of the inspection may change during its course as further evidence emerges.

Regulation 23 reports

12. Regulation 23 of the Residential Family Centres Regulations 2002 requires the registered person to establish and maintain a system for reviewing and improving the quality of care provided at the centre. The reports form part of the provider's quality assurance procedures. We consider it good practice for these reports to be completed twice a year. A copy of the report should be sent to Ofsted within 28 days of completion (see Annex E).

Gathering the views of parents, staff and other interested parties

13. The views of parents, staff and other interested parties, such as placing social workers and independent reviewing officers, inform lines of enquiry for each inspection and are an important part of inspection evidence. Children's views will be sought and included where appropriate during the inspection.

³ Ofsted's provider information portal provides a summary report of the centre's regulatory and inspection history.

⁴ The RSA is the electronic system used by Ofsted to administer and record regulatory inspections.

14. Ofsted will send out a standard letter to the residential family centre during the inspection year. This will include a set of electronic addresses that link to an online questionnaire for each group (parents, staff and other interested parties) specifically for that residential family centre.
15. If Ofsted does not hold an email address, we will send the residential family centre the links by post to distribute. Paper copies of the questionnaires will be available on request.
16. Completed questionnaires will be passed to the relevant inspector for the residential family centre and used to inform the planning of the inspection.

Deferrals

17. Inspections will not normally be deferred. If on arrival we find that there is an absence or unavailability of key staff, this will not constitute a reason for deferral.
18. Deferrals are only made when it is considered that undertaking the inspection might place people at risk or when the scope to gather secure evidence is severely restricted. Such conditions might be:
 - serious weather conditions making access to sites for inspectors, families and staff difficult and/or dangerous
 - a serious incident, where the presence of an inspector would impact adversely on the safety and well-being of children and parents at the residential family centre.
19. Deferrals are agreed by the regulatory inspection manager with national responsibility for residential family centres.

Inspection activity

20. On arrival at the start of the inspection, the inspector will confirm their identity by producing their Ofsted Inspector Authorisation and Identification card and identity badge. It is not necessary to carry paper copies of Disclosure and Barring Service (DBS)⁵ checks.
21. The inspector will agree a plan for the inspection with the manager or a senior staff member. If the manager is not available in the residential family centre at the start of the inspection, the inspector will ask staff to inform the manager or Responsible Individual that the inspection is taking place and to make arrangements for feedback at the end of the inspection.

⁵ Disclosure and Barring Service previously known as the Criminal Records Bureau (CRB).

22. The inspector must refer to any concerns that have led to the inspection being brought forward or prioritised but should be mindful of the need to maintain confidentiality and to protect sensitive information, for example personal data about any person who raises a concern with us that triggers an inspection. The inspector must not confirm the identity of any person who has given us the information, even if asked to do so by the provider, and must take all reasonable steps to protect their identity during the inspection.
23. At the beginning of the inspection, inspectors will ask staff for any current information or personal issues relating to any of the families placed that they need to be aware of while they are on site. This information could include any recent significant incident involving a family member or members.
24. The inspector will also request:
 - a copy of the latest completed assessment report and local authority commissioners' report
 - a completed Request for information form (Annex A of this guidance).
25. The provider can download the Request for information form from this guidance (Annex A), or the inspector will provide a copy for the provider to complete and return. This form requests specific information from the residential family centre to inform the inspection and may generate lines of enquiry.
26. Inspection activities, where possible, include:
 - listening to and talking with children and parents, subject to their permission
 - evaluating a sample of assessments submitted to the court
 - observing staff interactions with children and parents
 - observing key activities, such as handovers of information between staff
 - gathering views from partners and stakeholders
 - sampling case files and records
 - inspecting premises, facilities, surveillance methods and health and safety arrangements
 - discussions with managers and staff.
27. The inspection will specifically focus on gathering evidence against the evaluation schedule. The detail of activities undertaken and discussions held will vary depending on the lines of enquiry for each individual inspection.

Listening and talking to children and parents

28. The views and experiences of children and parents who stay at the residential family centre are central to the inspection and provide key evidence in assessing the effectiveness of the residential family centre against the evaluation schedule.
29. Inspectors will always try to meet with a number of families during the inspection, although in exceptional circumstances this may not be possible. The inspector should talk with parents and children as appropriate.
30. Inspectors will be aware that some parents are children themselves and the inspection will include consideration of how the needs of such individuals are met.
31. Inspectors must take into account any specific individual communication needs. For some children and parents, the inspector may request the assistance of staff who know and understand the person's preferred means of communication.
32. Inspectors will demonstrate safe and sensitive practice through:
 - advising staff where conversations with children and parents are taking place and who is involved
 - being sensitive to the fact that some children and parents may not want to be involved in the inspection
 - ensuring that staff are aware of any arranged meetings with children and parents and that individuals understand that they may leave the meeting at any time
 - explaining to children and parents that we will not include comments that will identify them in the inspection report or in feedback to staff working in the residential family centre unless they are in agreement
 - explaining to children and parents that their views will remain anonymous, unless the feedback identifies risk of, or actual, harm to a child or young person
 - where appropriate, explaining to children and parents that information suggesting that they or another child or adult is at risk of harm, or is being harmed, will be passed by the inspector to an appropriate person able to take necessary action about that concern.
33. Inspectors will assess how effectively the residential family centre consults with children and parents. This includes how the centre's managers and staff use observation approaches to understand the impact of the care provided on babies and small children. Inspectors will also consider how children and parents can give feedback and raise concerns about their experience of the centre and what happens as a result.

Observation of key activities

34. As many of the children in residential family centres are babies, the inspector will also gather first-hand evidence of, and gain insight into, how babies and small children experience the centre. The inspector will achieve this by observing parents and their children during play and daily care routines. The inspector will also observe how the children and parents interact with staff and respond to their environment.
35. Inspectors can use the centre's scheduled activities as opportunities for observing and following lines of enquiry. These activities could include:
 - staff handover between shifts
 - meetings with families
 - staff meetings or briefings
 - family group sessions.
36. Inspectors will respect the family's privacy and the confidentiality of their personal information at all times.

Gathering views from stakeholders

37. Wherever possible, inspectors will consult with stakeholders to inform the inspection findings, usually by telephone. Stakeholders may include:
 - representatives of the placing family court(s)
 - social workers
 - Independent Reviewing Officers
 - representatives from the Children and Family Court Advisory and Support Service (Cafcass)
 - police
 - commissioners from the local authority
 - the Local Authority Designated Officer
 - relevant health and education professionals
 - independent visitors.

Inspectors can ask managers or staff for stakeholders' contact details.

38. Inspectors should always take account of privacy and confidentiality when talking to stakeholders on the telephone during the inspection. Inspectors should provide Ofsted's national number (0300 1231231) for a return call.

Case tracking and sampling

39. Where numbers allow, inspectors will track at least two cases. This part of the inspection will include examination of case records and discussions about the planning of placements with parents and key staff members. At every inspection, inspectors will evaluate the most recent assessment submitted to the court. Lines of enquiry will reflect the evaluation schedule and are likely to include:
- the quality of assessment, including safeguarding, child protection and the parents' capacity to change
 - referral information, pre-admission assessments, court directions, the core assessment, placement plan reports
 - parents' access to and contribution towards their placement plan
 - exploration of how a family's healthcare needs are identified and met
 - evaluation of the quality of the assessments and reports and the impact they make on the lives of children.

Examination of records, policies and procedures

40. Inspectors will not routinely examine all the residential family centre's policies, procedures and documentation but will check a small sample, including:
- the registration certificate, to confirm that the provider and manager operate the centre in line with the conditions on the certificate
 - the statement of purpose, to confirm that it contains the information required in Schedule 1 of the Residential Family Centre Regulations 2002
 - the record of DBS checks and a sample of recruitment, induction and professional development records
 - some qualifications and training records, including paediatric first aid
 - a sample of planning documents
 - some family placement plans and assessment reports
 - the complaints record.
41. Where paper or electronic personnel records are maintained at the centre, the inspector may ask to see those records if they are included within the lines of enquiry for the inspection.

42. Where recruitment records are not maintained at the centre, inspectors will look at the centre's lists or electronic records that summarise the vetting and recruitment checks for staff. These records could be maintained in checklist or spreadsheet formats. The information available for inspection should comply with schedule 2 of the Residential Family Centre Regulations 2002, and must include the reference number of the subject's DBS check and confirmation that there are two satisfactory employment references.
43. Other documents will be examined where required to inform a line of enquiry for that particular inspection. The inspector may need to check additional documentation where potential non-compliance is identified during an inspection or where inspections have been brought forward or prioritised.

Discussions with the manager and staff

44. Individual interviews will be held with the manager or person-in-charge and a number of other staff. The number will depend on the size of the residential family centre, but will include a sample of permanent staff and any agency staff working at the centre at the time of inspection.
45. Inspectors should be ready to alter arrangements if staff have to attend to the needs of families within the centre.
46. The interview with the manager should include the following:
 - issues that the inspector wishes to explore with the manager that have arisen from pre-inspection information
 - follow up on progress in response to previous requirements and recommendations
 - the plans for future development of the centre
 - the arrangements for the manager's supervision
 - how the centre undertakes assessments, the support and guidance they provide to help parents protect their children and promote their welfare
 - staff training plans
 - staffing levels and arrangements
 - safeguarding measures
 - any complaints and/or allegations
 - Regulation 23 reviews of quality of care
 - Regulation 25 visits
 - the financial position of the residential family centre
 - a summary of the needs of the families currently resident at the centre
 - any further evidence the manager may wish to highlight with the inspector.

47. The interviews with staff should include:
- exploration of their role within the service and their contribution to the assessment process and report-writing
 - assessment skills
 - training, support and supervision.

The use of surveillance

48. The inspector will observe how any surveillance or electronic monitoring is used in the residential family centre, and will discuss this with parents and staff with specific reference to Regulation 21A of the Residential Family Centres (Amendment) Regulations (2012) and the Residential Family Centres National Minimum Standards, Standard 10.

Safeguarding concerns

49. If serious issues of concern arise, such as a failure to follow child or adult protection procedures and/or where a child or adult is discovered to be at immediate risk of harm or is being harmed, the centre's senior manager will be notified as soon as possible, unless this compromises the child/young person's safety.
50. Inspectors should always follow Ofsted Safeguarding Policy and Procedures⁶ and contact their team manager if they need advice. When required, a referral will be made to the social care compliance inspector the appropriate local authority children's or adults' services and the allocated social worker.

Recording evidence

51. Throughout the inspection, inspectors will maintain a record of their evidence. Electronic evidence is recorded within the RSA toolkit evidence screen. In most circumstances once the summarised evidence has been placed in RSA the inspector will destroy any duplicate handwritten evidence.
52. In some circumstances, such as when legal action is being considered or a challenge or complaint about the judgement is anticipated, inspectors will be required to keep any handwritten notes they have made during the inspection.

⁶ *Ofsted safeguarding policy and procedures* (100183), Ofsted, 2010; www.ofsted.gov.uk/resources/100183.

53. Inspectors must record all handwritten evidence using black ink to enable effective photocopying as necessary. All handwritten evidence must be legible and dated. Handwritten evidence must be recorded in a notebook that is used only for recording evidence.
54. Inspectors must submit all handwritten evidence that will form part of the inspection evidence base to their team manager within five working days of the end of the on-site visit.
55. Evidence should be clear, evaluative and sufficient for the purpose of supporting the judgements and telling the story of families' experiences within the residential family centre. Evidence must not include any details that could identify individual staff, individual children, parents or family members, unless necessary for the protection of a child. Inspectors may record direct quotes from parents and stakeholders in evidence to support judgements. Quotes must be placed in the context of triangulated evidence. Evidence should never use individual's names or initials unless they are the names of the registered person.
56. Evidence may be scrutinised for quality assurance and will be considered in the event of any complaint. All inspection records will be retained in accordance with Ofsted's published retention policy.⁷
57. Evidence used to support any regulatory action taken or to support an inspection judgement must be of the highest quality and reliability and must stand up to any external scrutiny. Such evidence may be scrutinised by providers in the event of any complaint.

Making judgements and using the grade descriptors

58. The experiences and progress of children and parents are at the centre of the inspection. Inspectors will use their professional judgement to determine the weight and significance of their findings in this respect.
59. In all residential family centre inspections, we will examine the extent to which the service fulfils its main purpose and responsibility, which is to assess parental capacity to respond to their children's needs, to promote their welfare and to protect them from harm. The quality and accuracy of these assessments are not only fundamental to the protection of the children, but will significantly affect their futures and those of their families.

⁷ *Handling and retention of inspection evidence* (100122), Ofsted, 2010; www.ofsted.gov.uk/resources/100122.

60. Inspectors will make their judgements on a four-point scale:
- outstanding
 - good
 - requires improvement
 - inadequate.
61. Inspectors will use the descriptors of good as the benchmark against which to grade and judge performance. Inspectors are required to weigh up the evidence in a particular area and to consider it against the evaluation criteria for outstanding, good, requires improvement and inadequate before making a judgement at a full inspection. A judgement of good will be made where the inspector concludes that the evidence overall sits most appropriately with a finding of good. This is what Ofsted describes as 'best fit'.
62. In addition, inspectors will identify areas of outstanding practice and priorities for improvement. For all children and parents, the expectation is that care and practice are sensitive and responsive to age, disability, ethnicity, faith or belief, gender, gender identity, language, race and sexual orientation.
63. Residential family centres must comply with the relevant regulations and, where they do not, inspectors will clearly identify what they must do in the form of 'requirements'. The Department for Education also publishes national minimum standards. Where providers do not take account of the national minimum standards, this may indicate a failure to comply with the regulations and is likely to indicate poor practice. This will influence the inspection judgement and may result in 'requirements' being imposed. Where appropriate we will always make recommendations for improvement.
64. On making a judgement of inadequate for a residential family centre, the inspector must always consult with a Social Care Compliance Inspector, who must instigate a case discussion, where:
- there is evidence of any immediate risk of harm to children and/or parents, breach of regulations that constitutes an offence, or breach of any conditions placed on the registration
 - the last inspection resulted in a judgement of inadequate for overall experiences.

65. The inspector should also consider consulting with a Regulatory Inspection Manager, where there is any history of:
- complaints against the residential family centre that have not been dealt with in a satisfactory way
 - failure to comply with regulations and/or national minimum standards that have not been dealt with in a satisfactory way
 - failure to take satisfactory action to meet requirements/actions and recommendations that call into question the suitability of the registered person.
66. The purpose of the case discussion is to consider whether any enforcement action should be taken. The *Social care compliance handbook* contains detailed information about the criteria for instigating a case discussion or case review, the enforcement options available, and the arrangements for following up enforcement activity.⁸
67. Ofsted inspection frameworks operate on the basis that only good is good enough for children and young people whether that is in respect of their care or education. The concept of a 'minimum' standard, therefore, is not applied in the evaluation criteria. This framework sets out what good looks like as the expectation for the experiences of children and parents who stay at residential family centres. When a centre is not yet good, we will judge it as 'requires improvement' and set out where we believe it needs to improve. Those improvements will be aligned with the relevant regulations and standards.
68. Meeting all regulatory requirements will not necessarily result in a judgement of good or outstanding. Meeting the requirements must equate to high-quality care, good planning, a safe and protective environment, and positive experiences for children and parents. Nevertheless, the seriousness of any failure to meet regulations and the potential impact on the experiences of children and parents will be considered carefully to determine how this should influence the judgements and the outcome of the inspection. Inspectors will use their professional judgement to assess the impact of any breach on the lives of children and parents and the quality of care afforded to them.

⁸ *Social care compliance handbook* (140136), Ofsted, 2014; www.ofsted.gov.uk/resources/140136.

Inadequate residential family centres - feedback to placing authorities

69. Wherever children and/or adults are at immediate risk, inspectors must follow Ofsted's safeguarding policy and procedures⁹. In addition, whenever a residential family centre is judged inadequate, the inspector must alert the placing authority for any families currently placed in the centre to the concerns that have been identified.
70. If the validity of an assessment is in question, it may also be necessary to inform the judge in the family court who has issued the letter of instruction. This will need to be decided on a case-by-case basis. The inspector should obtain contact details from the residential family centre when necessary.
71. The inspector will send an email to the Director of Children's Services in the placing authority by the end of the working day following the inspection. The inspector will follow this email up with a telephone call to ensure receipt.
72. The inspector will give feedback to the placing authority in line with the feedback given to the provider, summarising the key concerns and making clear that this is an indication of the likely inspection judgement but that it is subject to confirmation by Ofsted on publication of the report.
73. The details of the email and any phone calls must be recorded on RSA for future reference.
74. Ofsted will interact in this manner with family courts and placing authorities pursuant to HMCI's powers in paragraph 8 of schedule 13 of the Education and Inspections Act 2006 to provide assistance to other public authorities in the exercise of their functions.

Inspection feedback

75. During the inspection, inspectors will share emerging findings about the centre's key strengths and weaknesses. Shortfalls that could have an immediate impact on the safety of children, staff or parents will be immediately brought to the urgent attention of the manager, or senior member of staff on duty.
76. At the end of the inspection the inspector will give verbal feedback of the main findings and provisional judgements to the manager or senior member of staff present. In exceptional circumstances, an inspector may need additional time after the inspection fieldwork to take advice before giving feedback. The day of feedback represents the final day of the inspection.

⁹ *Ofsted safeguarding policy and procedures* (100183), Ofsted, 2010, www.ofsted.gov.uk/resources/100183.

77. The feedback will:
- cover the main findings of the inspection against the evaluation schedule, including both strengths and weaknesses
 - indicate likely requirements and recommendations with clear reference to the relevant regulation or national minimum standard, providing a clear agenda for improvement
 - be balanced and include positive comments, as well as highlighting areas for development
 - use the grade descriptors to explain how the inspector has arrived at her/his judgements
 - confirm that the report will be sent to the manager in draft for comments on factual accuracy (see above timeframe).
78. Inspectors will not provide a written summary of the inspection or written feedback in advance of the inspection report. Providers may choose to take their own notes at the feedback session.

Writing the report

79. Inspectors are responsible for producing high quality reports. The inspector should ensure that the report is free of errors – for example, grammar, spelling and punctuation – before submitting the report. Reports should be written in the present tense. However, a specific example of evidence from the inspection should be written in the past tense.
80. The report should be succinct and evaluative. Inspectors should make appropriate professional judgements about the extent of detail required to ‘tell the story’ of the experience of the families staying at the residential family centre, depending on the complexity of circumstances.
81. The quality of inspection reports is enhanced when individual feedback is quoted and used within the report to illustrate evaluation about the quality of the residential family centre. However, in smaller centres the potential to identify individuals is high and should be taken into account.
82. There is no specified word count for the report or the individual sections. Inspectors should use their professional judgement to ensure that the reports are long enough to say what needs to be said and no more. It is likely that reports for residential family centres with a number of weaknesses or provision found to be outstanding will require more detailed explanations of the reasons for the judgements.

83. Inspectors should write their reports with regard to the *Guide to Ofsted's house style*.¹⁰ A quality checklist is included within Annex D of this guidance to help authors and readers of Ofsted's reports.

Quality assurance

84. The inspector is responsible for providing a high quality draft report. The inspector will check the completed report carefully before submitting for quality assurance, sign-off and publication. The inspector must use the *Guide to Ofsted's house style* for reference when quality checking their own reports. Inspectors and those quality assuring the report should refer to Annex D.
85. Ofsted's quality assurance processes include reviews of:
- inspection reports
 - the evidence base underpinning inspection judgements
 - inspection fieldwork through a programme of accompanied visits.
86. The person assuring reports for quality will discuss any proposed change of judgement from the provisional judgement given at verbal feedback during the inspection, with the appropriate Regulatory Inspection Manager. Any decision to change an overall judgement of inadequate must be referred to the Regional Senior HMI and Regional Director for a decision. The Regional Senior HMI and Regional Director will also make the final decision about a proposal to downgrade any overall judgement to inadequate. On these rare occasions, the inspector must inform the provider of the revised judgements and provide reasons for the changes before the provider receives the draft report.
87. Ofsted will send an evaluation form after each inspection to the manager of the residential family centre to complete, which will be used to improve the quality of inspections.

Concerns

88. The great majority of Ofsted's work is carried out smoothly and without incident. If concerns arise during an inspection, these should be raised with the inspector as soon as possible during the inspection visit. This provides an opportunity to resolve the matter before the inspection is completed. Any concerns about the factual accuracy of the findings in the report can be raised after the inspection and will be considered as part of the quality assurance process.

¹⁰ *Guide to Ofsted's house style* (080230), Ofsted, 2014; www.ofsted.gov.uk/resources/080230.

Complaints

89. If it has not been possible to resolve concerns through the process detailed in paragraph 88, a formal complaint can be raised under Ofsted's complaints procedure: www.ofsted.gov.uk/resources/130128.
90. Lodging a complaint will not normally delay the publication of the final inspection report.

Annex A. Request for information at an inspection

Name of residential family centre:

Name of person completing the form:

Signature:

Date:

	Information required	Details
1	For organisations and partnerships: Names of the current directors, secretary and other officers of the organisation or names of current partners of the company (please attach details to this form as applicable)	
2	Number of family assessments in progress on the date of inspection	
3	Total number of family assessments completed in the last 12 months Of those assessments how many recommendations were: <ul style="list-style-type: none"> ■ to remove all children from their parents ■ for all children to remain with their parents ■ for some children to remain and for some children to be removed (within the same family) ■ other decisions (please specify below) 	
4	Number of complaints from resident parents in the last 12 months	
5	Number of complaints from others in the last 12 months	
6	Number of allegations made against staff in the last 12 months	
7	Number of child protection referrals to local authority children's social care team where centre is located in the last 12 months	
8	Number of vulnerable adult referrals to local authority children's social care team where centre is located in the last 12 months	
9	Number of families requiring use of surveillance in the last 12 months	
10	Number of staff who have left in the last 12 months	
11	Number of new staff employed in the last 12 months	
12	Total number of staff currently employed on the day of	

	<p>the inspection:</p> <ul style="list-style-type: none"> ■ number of qualified staff (please give details below) ■ number of staff undertaking qualifications ■ number of staff at the centre who have a first aid qualification ■ number of auxiliary staff ■ number of volunteers ■ number of agency staff 	
13	Please list staff training completed in the last 12 months	
	Dates of most recent checks and other records	
14	Date of gas installations check	
15	Date of Portable Appliance Testing (PAT) check	
16	Date of health and safety risk assessment	
17	Date of last health and safety check of the premises	
18	Date of fire risk assessment	
19	Date of last fire drill – day and night	
20	Date of public liability insurance policy	
21	Date of employer’s liability insurance policy	
	Further information	
22.	Please provide contact telephone numbers and email addresses for commissioners, children’s social workers and/or guardians, and solicitors	
23.	Please provide details of any actions you have taken as a result of feedback from parents	
24.	Please provide feedback from placing authorities and courts	
25.	Please provide evidence of the residential family centre’s monitoring of the quality of care, support and guidance and the impact of the residential experience for families	

Annex B. Inspecting residential family centres where there are no families in placement

1. If there is no family present at the first inspection after registration, the inspection will focus on whether the service continues to meet registration requirements. The inspector must use the inspection toolkit and make the following statement in the report:

The residential family centre has not accommodated any families since its registration on <insert date of registration>. This inspection focuses on whether the residential family centre meets its statutory requirements in order to maintain its registration and is ready to accept placements. <Inspector to include any relevant text>

2. If the requirements of registration are not met, the inspector can raise requirements or recommendations.

All other inspections

3. Where a residential family centre has no placements at the time of the inspection but intends to admit a family at any time, the inspection will focus on whether the registration requirements continue to be met and whether the residential family centre is suitable to accommodate children and parents. However, if the residential family centre has not had an inspection in the inspection cycle and a family will soon be placed there, the inspector should discuss the timing of the inspection with their line manager.
4. If families have been accommodated since the last inspection it may be possible to use information about their placements as evidence. Inspectors should take account of the length of time since the last family left and the independence of the evidence that can be collected to support the judgement.
5. Where a residential family centre does not intend to take placements and will remain closed for some time, the inspector will complete the inspection and impose a condition that the residential family centre will notify Ofsted if they intend to accept a placement. The condition must be worded as follows on the certificate:

The residential family centre:

- must inform Ofsted of their intention to admit families three months before a placement commences.

6. In these instances the text of the inspection report must contain the following statement:

The residential family centre has been closed for <state length of time>. The registered provider has indicated that the residential family centre will not be

operational for <state length of time from the date of inspection>. Should the centre decide to accept placements, they are required to inform Ofsted of their intention before they do so.

Annex C. Inspecting residential family centres where there is no manager in post or where the manager is not registered with Ofsted

Inspecting residential family centres where there is no manager in post

1. If there is no manager in charge of the residential family centre and no application in progress, the inspector should raise a requirement under Regulation 6 of the Residential Family Centres Regulations 2002 (Appointment of manager). The inspector should: consider how long the post has been vacant; evaluate how this is affecting the children and parents placed and the management of the centre; and take this into account in making their judgements. This may lead to an overall judgement of inadequate.
2. If there is a manager in post but they are not registered with Ofsted, the inspector will ensure that the individual manager is aware that it is an offence not to be registered.¹¹ We expect all managers to apply to register with us within 28 days of taking up their appointment in order to comply with legislation.
3. It is Ofsted's view that managers who are not registered need to be aware of the seriousness of the issue so that they can take appropriate steps to become registered without delay. However, in the majority of instances, it is not anticipated that the inspector will need to advise the manager of their rights under PACE through the caution at the inspection as we will not be gathering evidence to prosecute at this stage.
4. We cannot raise a requirement in the inspection report for the manager to become registered. Instead, when we inspect a residential family centre and find that the manager has been appointed but has not yet applied for registration, we send a standard letter to the manager.
5. After the inspection the inspector should ask the appropriate Delivery, Performance and Support team (DPS) to send the standard letter to the manager to remind them that it is their responsibility to register. DPS should also send a copy to the nominated person/responsible individual for their reference. The letter should be sent no later than the date we send the inspection report to the provider.
6. Where there are additional concerns, such as the manager having been in post for a significant period of time and/or the manager indicating that they do not intend to become registered, the inspector will consult with their manager

¹¹ Section 11(1) of the Care Standards Act 2000 states, 'Any person who carries on or manages an establishment or agency of any description without being registered under this Part in respect of it (as an establishment or, as the case may be, agency of that description) shall be guilty of an offence.'

and/or social care compliance officer to take advice about appropriate next steps.

7. The inspector should ensure that a contemporaneous written record is made of any further discussions with the individual manager and follow up the conversation with confirmation of any required actions in writing to the manager and the responsible individual.

Annex D. The content of the inspection report

Brief description of the service

1. This is a brief factual description of the service and should not include judgements or evaluation. It should describe:
 - how many families the residential family centre is registered for
 - whether the residential family centre is privately owned, a charitable organisation or local authority managed
 - any specific facilities or specific services provided, for example disability, community based assessments, mental health.

Overall experiences of children and parents

2. This section should be a brief summary of the outcome of the inspection, explaining the main reasons for the overall effectiveness judgement. It should highlight any outstanding practice and state clearly the residential family centre's strengths. It must include reference to any areas for improvement but should not list the requirements and recommendations. This section should provide the reader with a clear picture of the overall quality of the residential family centre.
3. The report should not include a description of the inspection process as this is detailed in the relevant frameworks.
4. The report should state if no families were present during the inspection.

Statutory requirements and recommendations

5. Requirements and recommendations must arise from any weaknesses identified in the report.

Requirements and recommendations

6. Requirements must link clearly to regulations. Inspectors must consider the wording of the requirement to ensure that providers are not asked to do something they do not have to do. Inspectors should, wherever possible, use the wording of the regulation. However, the requirement should be sufficiently detailed so that it is clear what is being asked of the provider; on occasion, this may require more explanation. The wording should be followed by the regulation in the form of (Regulation xx (x)).
7. Recommendations always relate to a national minimum standard. Although not enforceable, they should promote good practice and help the residential family centre to improve the effectiveness of their work with children and parents. Any recommendation should be sufficiently detailed to make it clear what the provider is expected to do.

8. Requirements and recommendations should start with a verb. Commonly used verbs are 'update', 'implement', 'improve', 'create', 'devise', 'keep', 'maintain' and 'revise'. They should follow on from the stem 'the provider must/should'.
9. Requirements and recommendations should start with a lower case letter as they follow on from a stem in the inspection report. There should be no full stops at the end of the requirement/recommendation except for the final one. This should have a full stop at the end of the wording, but before the regulation or national minimum standard it is related to. The relevant regulation or national minimum standard will be included within brackets.
10. In all cases where a residential family centre is judged inadequate, the inspector will set requirements so that the registered person/s meets the requirements of the Care Standards Act 2000 and the Residential Family Centres Regulations 2002. They may also make recommendations to help the registered person/s to improve the quality and standards of care further.

All sections of the report

11. Inspectors need to inspect against the full evaluation schedule, but it is not necessary to report against each aspect of the evaluation schedule. Text should provide a brief commentary on the key strengths and weaknesses that support the judgement given and, most importantly, tell the unique story of that particular residential family centre and the experience of children and parents.
12. Inspectors do not need to write a section of the report about each area they have evaluated but must include enough in the report to support their judgement and make it clear to the reader. While the evidence will confirm that the whole evaluation schedule has been inspected, the report will focus on the key strengths and weaknesses that support the judgements made.
13. Where there are aspects of the evaluation schedule that have not been inspected because they are not relevant for the particular type of residential family centre, this will be clearly recorded in the evidence.
14. Inspectors should evaluate and report on how the steps taken to tackle requirements and recommendations or how key issues raised at the last inspection have contributed to improvement. This should be recorded in the leadership and management section of the report and linked to the capacity of the residential family centre to improve.
15. Inspectors should not write out previous requirements, recommendations or key issues in full.
16. Inspectors should analyse and evaluate the practice that they see. All sections of the report need to capture the difference that the residential family centre is making to the lives of the children and parents that stay there.

17. There should be references to equality and diversity throughout the whole inspection report, not as a standalone section. Equality and diversity issues are an important aspect across the whole evaluation schedule.
18. A well written report:
 - contains more evaluation than description
 - has judgements that are clearly supported by good evidence
 - is clear on the quality of the assessment and experiences for children and parents
 - is unique and captures the character of a particular residential family centre
 - does not provide advice or use advisory language
 - states findings in the present tense but may use the past tense to refer to specific pieces of evidence
 - has short sentences
 - is simple and easy to understand
 - does not contain sensitive information about individual parents, children, staff or others
 - includes quotes from parents, staff and other professionals where appropriate and possible
 - follows the *Guide to Ofsted's house style*.
19. Reports should be written using the 'active voice'. This is likely to make sentences shorter and more easily understood.
20. No identifying information should be included in the report. Inspectors must not use people's names, but should refer to 'the Registered Manager' or 'a social worker'.

Reporting on inspections where compliance issues have been investigated

21. In the inspection report, the inspector will not refer to the concern or report whether the concern was substantiated. The inspector will report any non-compliance under the relevant judgement area.
22. The inspector will raise requirements where there is a breach of regulation. If a higher level of enforcement is required (such as restriction of accommodation or a proposal to cancel registration), inspectors will consult with the social care compliance inspector.

Annex E. Regulation 23 and Regulation 25 reports

Submitting Regulation 23 and Regulation 25 reports to Ofsted

1. All residential family centres are required to submit to Ofsted a report of their reviews of the quality of care under Regulation 23 and of any visits by the registered provider under Regulation 25.

Regulation 23

2. Regulation 23 requires the registered person to establish and maintain a system for reviewing at appropriate intervals, and improving, the quality of care provided at the residential family centre. The registered person is also required to supply a report to Ofsted in respect of any such review.

Regulation 25

3. Where the registered provider is an individual, but is not in day to day charge of the residential family centre, she or he should visit the centre at least once a month in accordance with this regulation.
4. Where the registered provider is an organisation or a partnership, the centre must be visited by:
 - the responsible individual or one of the partners
 - another of the directors or other persons responsible for the management of the organisation or partnershipor
 - an employee of the organisation or partnership who is not directly concerned with the conduct of the residential family centre.
5. Where the registered provider is an individual and in day to day charge of the centre (for example, they are also the Registered Manager), then a Regulation 25 report is not required.
6. Ofsted reviews the content of Regulation 25 reports to inform the next inspection and uses the information to decide whether we need to take any other action. The Regulation 25 report will be securely stored within Ofsted's Meridio system for 12 months.
7. The onus is on providers to submit their Regulation 25 reports to Ofsted. Inspectors will use their judgement to decide whether a provider's continuing failure to submit Regulation 25 reports requires them to make a monitoring visit to the residential family centre or to bring forward the next planned inspection.
8. Failure to submit any Regulation 25 report will be noted in the lines of enquiry for the next inspection. Findings in this area may impact on the judgement 'the effectiveness of leaders and managers'.

Submitting reports to Ofsted

9. Reports must be submitted to:

Document Handling Centre Manager
Ofsted
National Business Unit
PO Box 4317
Manchester
M61 0AW.

10. Providers must include Ofsted's unique reference number (URN) and the date the visit occurred on the report.
11. Regulation 23 and Regulation 25 reports can also be submitted electronically to: enquiries@ofsted.gov.uk. Although reports received in this way will be processed, information transmitted by email is not considered a secure link; providers should be aware of the associated risks while operating within the information assurance guidelines of their own organisations.

Annex F. The implications of the Equality Act 2010

1. The Equality Act 2010 (the Act) came into effect on 1 October 2010. The Act contains provisions that restrict the circumstances in which potential employees can be asked questions about disability or their health during the recruitment process for work. The Act makes it unlawful for an employer to ask a potential employee questions about their health or disability before they are offered employment, whether on a conditional or unconditional basis.
2. While there are a number of exemptions to the provisions in the Act, it is likely that providers of residential family centres will need to comply with the Act when employing staff. If a provider believes that an exemption applies to them, they will need to take their own legal advice on the matter.
3. Social care providers must comply with **both** the Equality Act and the remit-specific regulations that require them to employ people who are fit, including staff being physically and mentally fit for the work. In order to comply with both laws, this means in practice that providers may give conditional offers of employment to potential employees after the recruitment process, subject to appropriate medical and health checks.
4. Inspectors should continue to check that providers have a rigorous recruitment and vetting process in place, including ensuring that their employees are mentally and physically fit before they commence work.
5. It is important to note that as Ofsted is not a potential employer of applicants to provide or manage a residential family centre, we are not prohibited from making enquiries about the health of applicants for registration, in order to satisfy ourselves that they are fit to be registered.

Annex G: Checks on responsible individuals

1. An organisation which applies to register a residential family centre is required by The Residential Family Centre Regulations 2002 to have a responsible individual.¹² The responsible individual is the person within an organisation who is responsible for supervising the management of the centre: he or she is the link between the organisation and the registered manager and, the organisation and Ofsted.
2. The role of the responsible individual is to:
 - supervise the management of the centre and particularly to ensure that the centre operates in a manner which protects and promotes children and young people's safety and welfare
 - report on the operation of the residential family centre to the registered provider and Ofsted.
3. When an organisation applies to be registered in respect of a new residential family centre Ofsted assesses the responsible individual's suitability as part of that application. From 1 April 2014, Ofsted's inspectors will scrutinise the steps providers have taken to determine that a responsible individual who has been appointed is fit to supervise the management of a residential family centre.
4. A provider must demonstrate to Ofsted that the responsible individual they appoint:
 - has an effective knowledge and understanding of:
 - law and practice relating to looked after children
 - safeguarding and child protection
 - law and guidance in relation to the establishment or agency that he or she will be responsible for including: applicable regulations; national minimum standards; and, statutory guidance
 - has the skills, knowledge and ability to carry on the establishment or agency in a way which promotes both good practice and continuous improvement
 - has the business and management skills to supervise the management of the establishment or agency efficiently and effectively
 - can demonstrate that she or he, or another official within the organisation, has the necessary financial skills and expertise to ensure the establishment

¹² The Residential Family Centre Regulations 2002, Regulation 5; www.legislation.gov.uk/ukxi/2002/3213/regulation/5/made

or agency is run on a sound financial basis. This includes the long-term financial viability of the establishment or agency.

- has completed all checks required under regulations and these were satisfactory.¹³
5. When we become aware that the responsible individual of a residential family centre is changing or has changed, we will ask the provider to provide us with information that demonstrates:
- the person they appoint as a responsible individual satisfies the legal obligation relating to their fitness in the relevant regulations
 - the length of time registered establishments or agencies remain without a responsible individual is minimal.
6. There is more information in our guidance *Changes to children's social care services that are registered and/or inspected by Ofsted*.¹⁴

¹³ The Residential Family Centre Regulations 2002, Schedule 2;
www.legislation.gov.uk/uksi/2002/3213/schedule/2/made

¹⁴ *Changes to children's social care services that are registered and/or inspected by Ofsted* (100253), Ofsted, 2014; www.ofsted.gov.uk/resources/100253.